

Rider I - Acceptance Process Table of Contents

1.	General	3
1.1	Purpose and Scope	3
1.2	Definitions	3
1.2.1	“Accept” and “Acceptance”	3
1.2.2	“Acceptance Criteria”	3
1.2.3	“Acceptance Notice”	3
1.2.4	“Acceptance Process”	3
1.2.5	“Acceptance Deliverable”	4
1.2.6	“Deficiency”	4
1.2.7	“Production Validation Review”	4
1.3	Development of Acceptance Criteria	5
1.3.1	Acceptance Process.	5
1.3.2	Acceptance Criteria	6
1.3.2.1	Additional Acceptance Criteria	8
1.3.3	Accepted CDL Items	8
1.3.4	Specified Standards	9
1.4	Timing of the Acceptance Process	9
1.5	General Acceptance Provisions	9
1.5.1	Notice of Acceptance Process Results	9
1.5.2	Deficiency Correction Period	9
1.5.3	Remedy for failure to correct Deficiencies	10
1.6	The State’s Acceptance Options	11
1.6.1	Unconditional Acceptance	11
1.6.2	Conditional Acceptance	11
1.6.3	Rejection	12
2.	Acceptance Process for Acceptance Deliverables	12
2.1	Acceptance Reviews – Infrastructure Deliverables	12
2.1.1	Equipment Acceptance Review	12
2.1.2	COTS Software Acceptance Review	12
2.1.3	Facilities Acceptance Review	13
2.2	Acceptance Reviews – CDL Items	13
2.2.1	CDL Item Acceptance Review	13
2.3	Project Progress Reviews	14
2.3.1	Project Management Reviews	14
2.3.2	Technical Progress Reviews Acceptance	14
2.3.3	Implementation Readiness Reviews	15
2.3.4	Operational Readiness Assessment and Reviews (updated per CR-00124a)	16
2.4	Acceptance of CSE System	17
2.4.1	CSE Version 1	17
2.4.1.1	CSE Version 1 Acceptance Criteria	18

18.1 case status and locate (CS1 and LO1); and.....21

2.4.2 CSE Version 222

Table 2.4.2.123

2.4.3 Legacy Data Archive Database.....33

3. **System Qualification Testing**33

4. **Implementation after Acceptance**34

The following change orders have revised this Rider:

AMEND #	CHANGE ORDER NUMBER
1	None
2	None
3	CR-00053
4	CR-00094-02
5	CR-2-00124a
6	None
7	CR-C-00015-03
8	None
9	None
10	None
11	CR-2-01012-01
12	CR-2-01157

1. General

1.1 Purpose and Scope

The purpose and scope of this Rider is to describe the Acceptance Process as agreed to by the State and the Business Partner for the Acceptance Deliverables to be delivered by the Business Partner pursuant to this Contract.

1.2 Definitions

1.2.1 “Accept” and “Acceptance”

“Accept” and “Acceptance” means the formal determination by the State to the Business Partner that an Acceptance Deliverable either Conditionally or Unconditionally meets the applicable Acceptance Criteria, pursuant to this Rider I.

1.2.2 “Acceptance Criteria”

“Acceptance Criteria” means the criteria used by the State to determine Acceptance of an Acceptance Deliverable.

1.2.3 “Acceptance Notice”

“Acceptance Notice” means the written notice signed by the State accepting, accepting with conditions or rejecting a particular Acceptance Deliverable, as more particularly described in this Rider I.

1.2.4 “Acceptance Process”

“Acceptance Process” means the set of activities and procedures described in this Rider I and used by the State to determine whether an Acceptance Deliverable meets the applicable Acceptance Criteria.

1.2.5 “Acceptance Deliverable”

“Acceptance Deliverable” means:

- (a) Infrastructure Deliverables are:
 - (i) the Equipment, as described in Rider B;
 - (ii) COTS Software, as described in Rider C;
 - (iii) Facilities, as described in Rider G;
- (b) CDL Items, as described in Rider G;
- (c) Project Progress Reviews are:
 - (i) Project Management Reviews
 - (ii) Technical Progress Reviews
 - (iii) Implementation Readiness Review
 - (iv) Operational Readiness Assessment and Review
- (d) System Deliverables are:
 - (i) CSE Version 1, as described in Rider G;
 - (ii) CSE Version 2, as described in Rider G;
 - (iii) Legacy Data Archive Database, as described in Rider G.

1.2.6 “Deficiency”

“Deficiency” means a non-compliance with the Acceptance Criteria.

1.2.7 “Production Validation Review”

“Production Validation Review” means reviews conducted pursuant to Section 2.4 in this Rider I by the State to determine if the System Deliverables meet the Acceptance Criteria.

1.3 Development of Acceptance Criteria

1.3.1 Acceptance Process.

The Acceptance Process for Acceptance Deliverables is described in the following sections as follows:

Table 1.3-1

Acceptance Deliverable	Acceptance Process Section Reference
Equipment	Rider I, Section 2.1.1, Equipment Acceptance Review Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
COTS Software	Rider I, Section 2.1.2, COTS Software Acceptance Review Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
Facilities	Rider I, Section 2.1.3, Facilities Acceptance Review Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
CDL Items	Rider I, Section 2.2.1, CDL Item Acceptance Review Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
Project Management Reviews	Rider I, Section 2.3.1, Project Management Reviews
Technical Progress Reviews	Rider I, Sections 2.3.2, Technical Progress Reviews Acceptance Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options

Acceptance Deliverable	Acceptance Process Section Reference
Implementation Readiness Reviews	Rider I, Section 2.3.3, Implementation Readiness Reviews Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
Operational Readiness Assessment and Reviews	Rider I, Section 2.3.4, Operational Readiness Assessment and Reviews Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
CSE Version 1	Rider I, Section 2.4.1, CSE Version 1 Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
CSE Version 2	Rider I, Section 2.4.2, CSE Version 1 Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options
Legacy Data Archive Database	Rider I, Section 2.4.3, Legacy Data Archive Database Rider I, Section 1.5, General Acceptance Provisions Rider I, Section 1.6, The State's Acceptance Options

1.3.2 Acceptance Criteria

The Acceptance Criteria for the Acceptance Deliverables are identified in the following table:

Table 1.3-2

Acceptance Deliverable	Acceptance Criteria Section Reference
Equipment	Rider I, Section 2.1.1, Equipment Acceptance Review Specification as defined in Section 1.1.5 of Rider G

COTS Software	Rider I, Section 2.1.2, COTS Software Acceptance Review, of Rider I Specification as defined in Section 1.1.5 of Rider G
Facilities	Rider I, Section 2.1.3, Facilities Acceptance Review Specification as defined in Section 1.1.5 of this Rider G
CDL Items	Rider I, Section 2.2.1, CDI Item Acceptance Review Rider I, Section 1.3.2.1, Additional Acceptance Criteria
Project Management Reviews	Rider I, Section 2.3.1, Project Management Reviews Rider I, Section 1.3.2.1, Additional Acceptance Criteria
Technical Progress Reviews	Rider I, Section 2.3.2, Technical Progress Review Acceptance Rider I, Section 1.3.2.1, Additional Acceptance Criteria
Implementation Readiness Reviews	Rider I, Section 2.3.3, Implementation Readiness Reviews Rider I, Section 1.3.2.1, Additional Acceptance Criteria
Operational Readiness Assessment and Reviews	Rider I, Section 2.3.4, Operational Readiness Assessment and Reviews Rider I, Section 1.3.2.1, Additional Acceptance Criteria
CSE Version 1	Rider I, Section 2.4.1, CSE Version 1 Rider I, Section 1.3.2.1, Additional Acceptance Criteria
CSE Version 2	Rider I, Section 2.4.2, CSE Version 2 Rider I, Section 1.3.2.1, Additional Acceptance Criteria

Legacy Data Archive Database	Rider I, Section 2.4.3, Legacy Data Archive Database Rider I, Section 1.3.2.1, Additional Acceptance Criteria
------------------------------	--

1.3.2.1 Additional Acceptance Criteria.

Unless superseded by an Accepted CDL Item (described in Section 1.3.3 below), The Acceptance Criteria for Acceptance Deliverables shall be (1) the Specifications as defined in Rider G Section 1.1.5, (2) any additional applicable industry standards as agreed upon by the parties, and (3) the following criteria:

- (a) The content assumes timely delivery of the CSE System, or any other Acceptance Deliverable, consistent with the Project Schedule (CDL PM 009);
- (b) Is consistent with the staffing or other commitments of State resources required of the State as a State responsibility, as more particularly described in Rider G Section 7, State Responsibilities, and any applicable SOW;
- (c) The location or manner of performance of services described in a CDL Item is reasonably acceptable to the State;
- (d) Is consistent with the CDL Item Description for such CDL Item and the Specifications for that Acceptance Deliverable;
- (e) Sets forth business procedures or processes at the State which are consistent with then-current business procedures or processes or with business procedures or processes that the State is willing to adopt;
- (f) Complies with any applicable Standard, as may be tailored by mutual agreement, identified in the CDL Item Description, TMA or PMA, if any.

1.3.3 Accepted CDL Items

The Accepted CDL Item will constitute Acceptance Criteria with respect to the subject matter described therein but only to the extent that, the content of the Accepted CDL Item is the content required in the applicable CDL Item Description.

1.3.4 Specified Standards

Where a CDL Item Description relies upon or requires compliance with one or more Standard(s), the terms “needs”, “requirements”, “constraints” and similar terms used in such Standard shall be interpreted to mean the needs, requirements, and constraints as are more particularly described in the Specifications, as defined in Rider G. The State may waive any one or more provisions of an applicable Standard if the State determines, in its discretion, that such provision is not required or not applicable to the CDL Item in question.

1.4 Timing of the Acceptance Process

The Acceptance Process begins when an Acceptance Deliverable is properly submitted to the State for Acceptance. The duration of the Acceptance Process is specified (a) for CDL Items within the CDL Item Description contained within Rider G, and (b) for all other Acceptance Deliverables, the time period set forth in this Rider I. If no time frame is specified the Acceptance Process duration will be thirty (30) calendar days. The duration of the Acceptance Process may be amended as mutually agreed to by the parties in writing.

1.5 General Acceptance Provisions

1.5.1 Notice of Acceptance Process Results

On or before the expiration of the time period set forth in Section 1.4, the State will provide the Business Partner with an Acceptance Notice describing in reasonable detail any Deficiencies identified by the State. If the Business Partner does not receive an Acceptance Notice from the State within five (5) state business days from the expiration of the time period set forth in Section 1.4, the Business Partner shall issue a written notice (“Reminder Notice”) to the State indicating the State’s failure to provide the Business Partner an Acceptance Notice. If the State does not provide any Acceptance Notice within five (5) state business days after its receipt of the Reminder Notice, the Acceptance Deliverable will be deemed to be Unconditionally Accepted by the State, as defined in Section 1.6.1 of this Rider I. All notices shall be given pursuant to Paragraph 9 of Terms and Conditions of this Contract.

1.5.2 Deficiency Correction Period

If the Acceptance Notice delivered under Section 1.5.1 identifies Deficiencies, the Business Partner shall be allowed a reasonable time within which to correct the identified Deficiencies, as described in this Section 1.5.2. The State shall allow the Business Partner to take

corrective action (which corrective actions and timeframes are developed by mutual agreement by the parties), to address the Deficiencies described in the State's Acceptance Notice or in a Corrective Action Plan approved by the State, if required by Section 1.6. The State's Acceptance Notice or, if the State requires a Corrective Action Plan pursuant to Section 1.6.2 below, the approved Corrective Action Plan, will describe (i) the time within which the Business Partner will be permitted to correct the identified Deficiencies, (ii) the time period for the State to review such re-submitted Acceptance Deliverable, (iii) and the time period, if any, for the delivery of additional notices of Deficiencies and resubmissions. Accordingly, the Business Partner will promptly correct and re-issue the Acceptance Deliverable and the State shall review such Acceptance Deliverable in the identified time period. The correction and review will be limited to confirming the resolution of the identified Deficiencies and confirming that no new Deficiencies have been introduced. If the identified Deficiencies have been corrected and no new Deficiencies have been introduced, the State will issue an Acceptance Notice indicating its Unconditional Acceptance of the applicable Acceptance Deliverable. If any previously identified and reported Deficiency remains, this process will recur for the identified time period or such other period as may be agreed to by the parties in writing.

1.5.3 Remedy for failure to correct Deficiencies

If the Business Partner is unable to correct any Deficiency that prevents the State from Unconditionally Accepting the Acceptance Deliverable in the time set forth in Section 1.5.2, the State may implement one of the following options:

- (a) Extend the Acceptance Process by delivery of notice to that effect or by amending the Corrective Action Plan (if appropriate), or taking such other actions as the parties may mutually agree; or
- (b) Accept the Acceptance Deliverable in which event the State may adjust Compensation pursuant to Rider D; or
- (c) Reject such Acceptance Deliverable and withhold any related Compensation.

Nothing herein shall be construed to affect either party's right to exercise its other rights and remedies as provided in Section 60 of the terms and conditions of this Contract.

1.6 The State's Acceptance Options

The State's determination of whether or not an Acceptance Deliverable has satisfied the Acceptance Criteria can be expressed as one of three options described in this Section 1.6. Compensation for Accepted Acceptance Deliverables is described in Rider D.

1.6.1 Unconditional Acceptance

Unconditional Acceptance of an Acceptance Deliverable means that the Acceptance Deliverable meets its Acceptance Criteria and does not require any significant corrective actions by the Business Partner. In such case, the State will notify the Business Partner that the Acceptance Deliverable has been "Unconditionally Accepted" by the delivery of a written Acceptance Notice in accordance with this Rider I, which shall describe any remaining identified Deficiencies and the State's required correction of such Deficiencies.

1.6.2 Conditional Acceptance

- (a) Conditional Acceptance of an Acceptance Deliverable means that the Acceptance Deliverable fails to meet the Acceptance Criteria, but Acceptance is granted on the condition that specified Deficiencies will be corrected in accordance with conditions described in the Acceptance Notice or in a Corrective Action Plan, if any, approved by the State. In such case, the State will notify the Business Partner that the Acceptance Deliverable (i) will be "Conditionally Accepted" upon approval of any required Corrective Action Plan, or (ii) has been "Conditionally Accepted", by the delivery of a written Acceptance Notice in accordance with this Rider I, which shall describe any remaining identified Deficiencies and whether the State requires a Corrective Action Plan under this Section. The provisions of Section 1.5 will apply.
- (b) If a material Deficiency exists, the Business Partner will prepare a Corrective Action Plan. If no material Deficiency exists, the State may require the Business Partner to submit a Corrective Action Plan, in the State's reasonable discretion, taking into account the nature and extent of the Deficiencies, their effect on any "critical path" deliverables, the resources available to the parties at the time and the Business Partner's proposed approach to correcting the Deficiencies. Any such Corrective Action Plan is subject to approval by the State.

1.6.3 Rejection

Rejection of an Acceptance Deliverable means that the Acceptance Deliverable does not meet the Acceptance Criteria for that Acceptance Deliverable. In such case, the State will notify the Business Partner that the Acceptance Deliverable has been “Rejected” by the delivery of a written Acceptance Notice in accordance with this Rider I, which shall describe any identified Deficiencies and the State’s required correction of such Deficiencies. The provisions of Section 1.5 will apply.

2. Acceptance Process for Acceptance Deliverables

2.1 Acceptance Reviews – Infrastructure Deliverables

2.1.1 Equipment Acceptance Review

The items of Equipment to be installed are described in Rider B. The Equipment Acceptance Review consists of the following activities and Acceptance Criteria:

- (a) An examination of the Equipment and an examination of the installation of the Equipment to verify installation in accordance with the Hardware and Software Installation Plan (CDL TM 067), and any other applicable Accepted CDL Item;
- (b) An examination of all Equipment to ensure the installation checklist is completed;
- (c) Equipment inventory is accounted for and placed by the parties under configuration management;
- (d) Connectivity is verified.

2.1.2 COTS Software Acceptance Review

The COTS Software to be installed is described in Rider C. The COTS Software Acceptance Review consists of the following activities and Acceptance Criteria:

- (a) An examination of the COTS Software and an examination of the installation of the COTS Software to verify installation in accordance with the Hardware and Software Installation Plan (CDL TM 067), and any other applicable Accepted CDL Item;

- (b) An examination of all COTS Software items to ensure the installation checklist is completed;
- (c) COTS Software inventory is accounted for and placed by the parties under configuration management.

2.1.3 Facilities Acceptance Review

The Facilities to be provided pursuant to this Contract by the Business Partner are described in Rider G. The Facilities Acceptance Review consists of a walkthrough of the facilities to verify the following:

- (a) With respect to all Facilities, the facilities are ready for use, including without limitation telephones, networks, workstations, and office space are configured in accordance with the applicable CDL Item, if any;
- (b) With respect to all Facilities other than the Permanent Project Facility, Equipment and COTS Software located at such facility has been Accepted by the State;
- (c) With respect to all Facilities other than the Permanent Project Facility, such facility otherwise meets the Acceptance Criteria in the applicable Accepted CDL Item, if any, or in Rider G.

The State will deliver an Acceptance Notice within ten (10) state business days after proper notification to the State from the Business Partner that the Facility is ready for review.

2.2 Acceptance Reviews – CDL Items.

2.2.1 CDL Item Acceptance Review

The State CDL Item Acceptance Review will consist of an examination and review of the CDL Item to determine if it:

- (a) supports traceability to the Specifications, if applicable;
- (b) The content of the deliverable is internally consistent;
- (c) Meets the Additional Acceptance Criteria more particularly described in Section 1.3.2.1;
- (d) is externally consistent with the content of related CDL Items;

- (e) is externally consistent with other project factors, including without limitation project tools, known issues, risks, and resource plans;
- (f) clearly communicates its contents, including a natural and logical flow and consistency within the context of the overall deliverable.
- (g) provides sufficient detail to describe how defined work will be accomplished.

2.3 Project Progress Reviews

2.3.1 Project Management Reviews

Project Management Reviews are conducted on a quarterly basis by the Business Partner to allow the State to evaluate the project management and technical management Services being provided by the Business Partner, as set forth in Rider G. Project Management Reviews are used to assist the State in determining the overall project status including whether the project issues are being addressed and resolved, any necessary corrective action is occurring in a timely manner and whether the CCSAS CSE Project is proceeding as scheduled.

The Acceptance Process for the Project Management Reviews is completed upon delivery of the appropriate Balanced Scorecard, as described in Rider D which shall include a determination that the Project Management Review meets the Additional Acceptance Criteria described in Section 1.3.2.1. Upon notice of the results of Project Management Reviews, subsequent actions will be governed by the provisions of Rider D. The provisions of Section 1.5 of this Rider I do not apply.

2.3.2 Technical Progress Reviews Acceptance

- (a) The Business Partner shall perform Technical Progress Reviews in accordance with the applicable SOWs for the following: System Requirements Review, System Design Review, Software Requirements Review, Software Design Review and System Verification Test Readiness Review.
- (b) The State shall Accept a Technical Progress Review based on whether the Business Partner has met the Acceptance Criteria below (updated per CR-00053):
 - (i) The scope of the Technical Progress Review was consistent with the State Accepted agenda
 - (ii) The Additional Acceptance Criteria described in Section 1.3.2.1;

- (iii) The Technical Progress Review entry and exit criteria, including the Technical Progress Review Minutes as specified in the System Engineering Management Plan are satisfied (added per CR-00053); and
- (iv) The work-to-date for the Business Partner's scope of work as set forth in Rider G represents reasonable progress toward completion of the CDL Item under review, if any, and is sufficient to allow work to proceed without re-conducting the Technical Progress Review in whole or in part.

The State will deliver an Acceptance Notice within seven (7) state business days after the completion of the Technical Progress Review. If the State determines that the Deficiencies are not sufficient to require re-conducting a Technical Progress Review, the State will Accept the Technical Progress Review.

If the identified Deficiencies require that the Business Partner re-conduct the Technical Progress Review either in whole or in part, the State will Reject the Technical Progress Review. The provisions of Section 1.5 will apply.

2.3.3 Implementation Readiness Reviews

Implementation Readiness Reviews (IRR) are conducted to assess the degree of completion of efforts related to moving users from an existing system to a new system (CASES or CSE System) before proceeding with that cutover.

- (a) The State shall Accept an IRR based on whether the Business Partner has met the Acceptance Criteria below:
 - (i) related CDL Items have been Accepted by the State;
 - (ii) required facilities and technical infrastructure are in place and have been Accepted by the State, if any;
 - (iii) activities on Pre-Implementation Readiness Assessment checklists developed in accordance with the CDL Item TM 038 "Pre-Implementation Readiness Assessment" are completed;
 - (iv) The Additional Acceptance Criteria described in Section 1.3.2.1;
 - (v) The scope of the IRR was consistent with the agenda; and

- (vi) The State determines that work-to-date is sufficient to allow cutover to proceed.

The State will deliver an Acceptance Notice within five (5) state business days after the completion of the IRR. If the State determines that the Deficiencies are not sufficient to require re-conducting an IRR, the State will Accept the IRR.

If the identified Deficiencies require that the Business Partner re-conduct the IRR, the State will Reject the IRR. The provisions of Section 1.5 will apply.

The IRR is one element of the State's decision to implement. Independent of the State's Acceptance of the IRR, the State may make its cutover Go/No Go decision.

2.3.4 Operational Readiness Assessment and Reviews (updated per CR-00124a)

Operational Readiness Assessment and Reviews (ORAR) are conducted to assess the degree of completion of efforts related to major implementation milestones before proceeding with that implementation.

- (a) The State shall Accept an ORAR based on whether the Business Partner has met the Acceptance Criteria below:
 - (i) Related Acceptance Deliverables needed for production have been Accepted by the State;
 - (ii) CSE System functionality for CSE Version 1 meets relevant Specifications and the criteria more particularly described in Section 2.4.1.1 for the Implementation phase that is the subject of the ORAR, as demonstrated by pre-production tests, including the System Qualification Tests (updated per CR-C-00015-03);
 - (iii) CSE System functionality for CSE Version 2 meets relevant Specifications and the criteria more particularly described in Section 2.4.2.1 and Section 2.4.2.2 for the version that is the subject of the ORAR as demonstrated by pre-production tests, including the System Qualification Test (updated per CR-C-01012 and CR-C-01157);
 - (iv) Severity 1 and Severity 2 Defects (as defined in Rider D) discovered during testing have been corrected and a State approved plan is in place to resolve Severity 3 and Severity 4 Defects (as defined in Rider D);

- (v) Required facilities and technical infrastructure are in place and have been Accepted by the State, if any;
- (vi) Business Partner responsibilities on approved Pre-Implementation Readiness Assessment developed in accordance with CDL Item TM 038 "Pre-implementation Readiness Assessment" checklists are completed, where applicable;
- (vii) The Additional Acceptance Criteria described in Section 1.3.2.1.

The State shall deliver an Acceptance Notice within ten (10) state business days after completion of the ORAR. If the State determines that any identified Deficiencies, are not sufficient to require re-conducting of the ORAR the State will Accept the ORAR.

If the identified Deficiencies require the ORAR to be re-conducted the State will either Conditionally Accept or Reject the ORAR. The provisions of Section 1.5 will apply. The State will not Reject an ORAR based on Deficiencies that require no corrective action by the Business Partner (other than corrective action dependent only upon unfulfilled State responsibilities). Acceptance of the ORAR will be independent of the State's Go/No-Go decisions in the ORAR which may take into account factors beyond the contractual responsibility or reasonable control of the Business Partner.

2.4 Acceptance of CSE System.

2.4.1 CSE Version 1

The State shall conduct the CSE Version 1 Production Validation Review within sixty (60) calendar days of In-production Use of the CSE Version 1, Implementation 2 as defined in Rider D. The Acceptance of CSE Version 1 is based on the results of the Production Validation Review. The Production Validation Review will validate that (updated per CR-C-00015-03):

- (a) CSE Version 1 meets Acceptance Criteria contained in Section 2.4.1.1, CSE Version 1, Implementation 1 and Implementation 2 Acceptance Criteria (updated per CR-C-00015-03);
- (b) The Additional Acceptance Criteria described in Section 1.3.2.1 have been met;

- (c) All Severity 1 and Severity 2 Defects (as defined in Rider D) discovered in production have been corrected and a State approved plan is in place to resolve Severity 3 and Severity 4 Defects (as defined in Rider D);
- (d) CSE Version 1 meets the performance and availability requirements as specified in the Accepted Performance and Capacity Management Plan; and
- (e) The twenty-one counties have been converted to CASES (seven counties are the responsibility of the State).

The State shall deliver an Acceptance Notice within ten (10) state business days after the completion of the Production Validation Review. If the criteria are met and the State determines that any identified Deficiencies are not sufficient to require re-conducting of the Production Validation Review, the State will Accept CSE Version 1. The provisions of Section 1.5 of this Rider I apply.

2.4.1.1 CSE Version 1 Acceptance Criteria.

CSE Version 1 Acceptance Criteria consist of the following (table added per CR-C-00015-03 and updated per CR-00094-2):

CSE Version 1 Acceptance Criteria	Business Partner Responsibility	State Responsibility
Implementation 1		
1. ARS and CASES manage case, member, and account information, including distribution results and court order obligations in accordance with ACF requirements identified in the Business Requirements: 1.1 ARS and CASES have electronic interfaces with county IV-A agencies; 1.2 ARS and CASES incorporate the outcome of the DCSS data reliability initiative; 1.3 ARS and CASES use standard data elements as defined by DCSS; and 1.4 ARS and CASES use standardized forms as defined by DCSS.	Design coordination support acceptance test	Develop and implement ARS & CASES changes
2. Statewide Services use standard data elements as defined by DCSS.	Design develop and implement	Define standard elements

CSE Version 1 Acceptance Criteria	Business Partner Responsibility	State Responsibility
3. ARS and CASES send to Statewide Services consortia case, financial and member information via electronic interfaces: 3.1 Case Participant Updates; 3.2 Case Updates; 3.3 Court Participant Updates; 3.4 Court Updates; 3.5 Participant Updates; 3.6 Participant Address Updates; 3.7 Participant DOB Updates; 3.8 Participant Driver's License Number Updates; 3.9 Participant Employment Updates; 3.10 Participant Name Updates; 3.11 Participant SSN Updates; 3.12 Employer Address Updates; 3.13 Employer Updates; 3.14 Fund Reconciliation Summary Data; 3.15 Enforcement Action Updates; and 3.16 Balance Updates.	Design coordination support acceptance test	Develop and implement ARS & CASES changes
4. Statewide Services sends to ARS and CASES Statewide case, financial and member information via electronic interfaces: 4.1 Action Transactions; 4.2 Allocation Updates; 4.3 Adjustment Updates; 4.4 Electronic Funds Transfer account data; and 4.5 Employer/Address.	Design develop and implement	Coordination and support acceptance test
5. Statewide Services provides LCSA staff with online access to case and member data maintained in the SCR.	Design develop and implement	Training help desk (level 1) administration
6. Statewide Services has electronic interfaces with the SDU to receive collection information for all types of collection payments processed by the SDU and the functionality to forward all of these collection payments to counties statewide.	Design develop and implement	Coordination and support acceptance test
7. Statewide Services has electronic	Design	Coordination and

CSE Version 1 Acceptance Criteria	Business Partner Responsibility	State Responsibility
interfaces with the SDU to receive: 7.1 IRS negative adjustments; 7.2 Collection suspense updates; 7.3 Unfunded collections; and 7.4 ACH/EPC information.	develop and implement	support acceptance test
8. Statewide Services has electronic interfaces with the SDU to provide: 8.1 Participant match data; 8.2 Refuse check instructions; 8.3 Suspense notifications; 8.4 Instructions for NSF letters; and 8.5 ACH/EPC information rejects.	Design develop and implement	Coordination and support acceptance test
9. ARS and CASES perform member level distribution and send disbursement instructions to the SDU and receive disbursement status updates from the SDU.	Design coordination support acceptance test	Develop and implement ARS & CASES changes
10. Statewide Services receives report information via electronic interfaces with CADS and MSPR, provides the ability to roll-up county data for federal reports, and prepares federal reports.	Design develop and implement	Coordination and support acceptance test
11. ARS and CASES have electronic interfaces with IDB for arrears submissions to the intercept agencies (FMS, FTB, EDD, and Lottery).	Coordination support for integration test	Integration test
12. ARS and CASES have electronic interfaces with IDB for license match (SLMS) and credit reporting (CRS).	Coordination support for integration test	Integration test
13. ARS and CASES have electronic interfaces with Child Support Recovery (CSR) System for arrears collection and for FIDM purposes.	Coordination support for integration test	Integration test
Implementation 2		
14. Statewide Services has electronic interfaces with the SDU to receive collection information for all types of collection payments processed by the SDU and the functionality to allocate the appropriate collection payments to counties statewide.	Design develop and implement	Coordination and support acceptance test
15. Statewide Services has electronic interfaces with the SDU to provide:	Design develop and implement	Coordination and support

CSE Version 1 Acceptance Criteria	Business Partner Responsibility	State Responsibility
15.1 Disbursement instructions; and 15.2 Instructions for letters.		acceptance test
16. Statewide Services has electronic interfaces with the SDU to receive 16.1 Disbursement status information.	Design develop and implement	Coordination and support acceptance test
17. ARS and CASES send to Statewide Services consortia case, financial and member information via electronic interfaces: 17.1 CSENet trigger updates; and 17.2 Locate requests.	Design coordination support acceptance test	Develop and implement ARS & CASES changes
18. Statewide Services electronically interfaces with other states via CSENet for: 18.1 case status and locate (CS1 and LO1); and 18.2 initial pilot State for managing State cases, establishment, enforcement and paternity.	Design develop and implement	Coordination and support acceptance test
19. Statewide Services has electronic interfaces with Federal Case Registry (FCR) for exchanging IV-D and non IV-D data.	Design develop and implement	Coordination and support acceptance test
20. Statewide Services sends to ARS and CASES Statewide case, financial and member information via electronic interfaces: 20.1 CSENet transactions; 20.2 FCR locate responses; 20.3 CPLS locate responses; and 20.4 EDD locate responses Includes locate data obtained by a county and provided to other counties that have the need for that information.	Design develop and implement	Coordination and support acceptance test
21. Statewide Services contains non- IV-D data in the SCR and provides on-line data entry screens to enable staff to access and add non-IV-D cases and to maintain the non-IV-D data.	Design develop and implement	Coordination and support acceptance test
22. There is only one point of contact in the State that receives and automatically processes and refers	Design coordination support acceptance test	Develop and implement ARS & CASES changes

CSE Version 1 Acceptance Criteria	Business Partner Responsibility	State Responsibility
through the system interstate case referrals and that monitors and tracks case activity on all interstate and intrastate cases within the State.		
23. Statewide Services provides CCR staff with on-line access to SCR to support status tracking and responding to inquiries on interstate case referrals.	Design develop and implement	Training help desk (level 1) administration
Implementation 3		
24. LCSA staff have access to a single guideline calculator.	Design develop and implement	Coordination and support acceptance test

2.4.2 CSE Version 2

The State shall conduct the CSE Version 2 Production Validation Review. The CSE Version 2 Production Validation Review will be conducted at least thirty (30) calendar days after full implementation of the CSE Version 2 but no later than sixty (60) calendar days after Federal Certification. The Acceptance of CSE Version 2 is based on the results of the Production Validation Review. The Production Validation Review will validate that:

- (a) All facilities, equipment and COTS Software have been Accepted by the State;
- (b) CSE Version 2 functionality is fully implemented and meets relevant Specifications and the criteria more particularly described in Section 2.4.2.1 as demonstrated by pre-production test results, including the System Qualification Test (updated per CR-C-01012);
- (c) The Additional Acceptance Criteria described in Section 1.3.2.1 have been met;
- (d) The State has received Federal Certification on the basis of CSE Version 2, and any Business Partner responsibilities relating to conditions tied to that certification have been fulfilled by the Business Partner;
- (e) All Severity 1 and Severity 2 Defects (as defined in Rider D) discovered in production have been corrected and a State approved plan is in place to resolve Severity 3 and Severity 4 Defects (as defined in Rider D);

- (f) CSE Version 2 meets performance and availability requirements as specified in the Accepted Performance and Capacity Management Plan; and
- (g) All 58 counties have been converted to CSE Version 2 and are using it for their daily operations.

The State shall deliver an Acceptance Notice within ten (10) state business days after the completion of the CSE Version 2 Production Validation Review. If the State determines that any identified Deficiencies are not sufficient to require re-conducting of the Production Validation Review, the State will Accept CSE Version 2. The provisions of Section 1.5 of this Rider I apply.

2.4.2.1 Acceptance of V2.0 and V2.1 Operational Readiness Assessments (Section and table added per CR-C-01012).

Acceptance of the V2.0 and V2.1 (releases 2.0.0 and 2.1.0) Operational Readiness Assessment and Reviews shall be based on the criteria in the table below:

Table 2.4.2.1(table number added per CR-C-01157)

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
Exchange Information with CSENet		
1. CSE exchanges information with OCSE and other jurisdictions via electronic interfaces using CSENet.	CSE continues ability to exchange LO1, CSI, ENF, and MSC CSENet transactions with OCSE	CSE has the ability to exchange all CSENet types of transactions LO1, CSI, ENF, MSC, EST, COL, and PAT with OCSE.
2. CSE exchanges CSENet requests and responses with ARS and CASES via electronic interfaces.	CSE continues ability to exchange CSENet requests and responses with ARS and CASES	CSE continues ability to exchange CSENet requests and responses with ARS and CASES for non-transitioned LCSAs. Electronic interfaces with ARS/CASES for transitioned LCSAs are no longer needed
3. CSE provides online access to CSENet transactions	CSE continues to provide online access to CSENet transactions	CSE continues to provide online access to CSENet transactions
Obtain Locate Information		
4. CSE exchanges NER/ICR information with EDD via electronic interfaces.	CSE continues ability to exchange NER/ICR requests and responses with EDD	CSE continues ability to exchange NER/ICR requests and responses with EDD
5. CSE exchanges locate information with EDD via electronic interfaces.	CSE begins ability to exchange Locate requests and responses with EDD	CSE continues ability to exchange Locate requests and responses with EDD
6. CSE exchanges locate information with DMV via	CSE begins ability to exchange Locate requests and responses with DMV	CSE continues ability to exchange Locate requests and responses

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
electronic interfaces.		with DMV
7. CSE exchanges locate information with FTB via electronic interfaces.	CSE begins ability to exchange Locate requests and responses with FTB	CSE continues ability to exchange Locate requests and responses with FTB
8. CSE sends Locate forms to various customers to obtain locate information.	Not Applicable	CSE begins ability to generate Locate forms
9. CSE exchanges Locate requests and responses with ARS and CASES via electronic interfaces.	CSE continues ability to exchange Locate requests and responses with ARS and CASES.	CSE continues ability to exchange Locate requests and responses with ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
10. CSE provides online access to Locate requests and responses and creates Locate Response report	CSE continues to provide online access to Locate request and response information and creates Locate Response Report	CSE continues to provide online access to Locate request and response information and to create Locate Response Report and, for transitioned LCSAs, begins to provides additional online access to validate locate responses
11. CSE terminates exchanges of CPLS Locate requests and responses with CSIS.	CSE terminates CPLS electronic interface with CSIS, notwithstanding any backlog processing required by CSIS.	Not Applicable
Provide Guideline Calculator		
12. CSE provides online access to support Child Support guideline calculations.	CSE continues to provide online access to Guideline Calculator	CSE continues to provide online access to Guideline Calculator and, for transitioned LCSAs, links Guideline Calculations directly to Legal Actions
Create Federal Reports		
13. CSE obtains federal report data from MSPR and CADS via electronic interfaces.	CSE continues ability to obtain federal report data from MSPR and CADS.	CSE continues ability to obtain federal report data from MSPR and CADS.
14. CSE creates federal reports.	CSE continues ability to create federal reports OCSE 34A and 157 and begins creating OCSE 396A based on data received from MSPR and CADS.	CSE continues ability to create federal reports OCSE 34A, 157, and 396A based on data received from MSPR and CADS and combined with data from transitioned LCSAs and begins creating CS34.
15. CSE provides online access to federal reports.	CSE continues to provide online access to federal reports OCSE 34A and 157 and begins providing access to OCSE 396A	CSE continues to provide online access to federal reports OCSE 34A, 157 and 396A and begins providing access to CS34
Distribute Collections		
16. CSE sends distribution	Not Applicable	CSE begins ability to generate

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
forms to customers.		Distribution forms
Enforce Obligations		
17. CSE exchanges enforcement submissions and information with IDB via electronic interfaces.	Not Applicable	CSE begins ability to exchange enforcement submissions and activity information with IDB for transitioned LCSAs.
18. CSE exchanges enforcement submissions and information with CSR (FIDM-E) via electronic interfaces.	Not Applicable	CSE begins ability to exchange enforcement submissions and activity information with CSR (FIDM-E) for transitioned LCSAs.
19. CSE exchanges enforcement actions and responses with DFAS via electronic interfaces.	Not Applicable	CSE begins ability to exchange enforcement actions and responses with DFAS for transitioned LCSAs.
20. CSE exchanges health insurance requests and responses with DHS via electronic interfaces.	Not Applicable	Not Applicable
21. CSE sends enforcement forms to customers.	Not Applicable	CSE begins ability to generate Enforcement forms
22. CSE sends obligation forms to customers.	Not Applicable	CSE begins ability to generate Obligation forms
23. CSE provides online access to enforcement information.	CSE continues to provide online access to Non IV-D wage assignment information and county enforcement actions.	CSE continues to provide online access to Non IV-D wage assignment information and county enforcement actions, and, for transitioned LCSAs, begins to provide online access to IV-D enforcement capabilities and information
24. CSE provides online access to asset information.	Not Applicable	CSE begins to provide online access to asset information for transitioned LCSAs
Establish Paternity and Obligations		
25. CSE sends establishment forms to customers.	Not Applicable	CSE begins ability to generate Establishment forms
26. CSE provides online access to establishment information.	CSE continues to provide online access to support information	CSE continues to provide online access to support information and, for transitioned LCSAs, begins to provide online access to capabilities and information regarding Legal Activity, Review and Adjustment, Genetic Test, and Paternity Declaration
Exchange Information with FCR		
27. CSE exchanges participant and case information with FCR via electronic interfaces.	CSE continues ability to exchange participant and case information with FCR	CSE continues ability to exchange participant and case information with FCR
28. CSE provides online access	CSE continues to provide online	CSE continues to provide online

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
and report for FCR transaction errors.	access and report for FCR transaction errors	access and report for FCR transaction errors
Issue Disbursements		
29. CSE creates and sends disbursement instructions to the SDU via electronic interfaces.	CSE continues ability to create and send Disbursement Instructions to the SDU for Non IV-D and payment refunds	CSE continues ability to create and send Disbursement Instructions to the SDU for Non IV-D and payment refunds and begins sending IV-D disbursement instructions for transitioned LCSAs
30. CSE receives and processes disbursement information from the SDU via electronic interfaces.	CSE continues ability to receive and process Disbursement information from the SDU for Non IV-D and payment refunds	CSE continues ability to receive and process Disbursement information from the SDU for Non IV-D and payment refunds and begins processing IV-D Disbursement information for transitioned LCSAs
31. CSE provides online access and reports for disbursements.	CSE continues to provide online access to Disbursement information for Non IV-D and payment refunds	CSE continues to provide online access to Disbursement information for Non IV-D and payment refunds and, for transitioned LCSAs, begins to provide online access to IV-D disbursement information and the Suspended Disbursements Report
32. CSE receives and processes EFT account information from the SDU via electronic interfaces.	CSE continues ability to receive and process EFT account information from the SDU	CSE continues ability to receive and process EFT account information from the SDU
33. CSE transmits EFT account information to ARS and CASES via electronic interfaces	CSE continues ability to transmit EFT account information to ARS and CASES	CSE continues ability to transmit EFT account information to ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
34. CSE provides online access to EFT accounts.	CSE continues to provide online access to EFT account information	CSE continues to provide online access to EFT account information
35. CSE sends disbursement forms to customers.	CSE continues ability to send disbursement form information to the SDU for printing and mailing	CSE begins ability to generate disbursement forms
Maintain Case and Participant		
36. CSE exchanges case and participant information with ARS and CASES via electronic interfaces.	CSE continues ability to exchange case and participant information with ARS and CASES	CSE continues ability to exchange case and participant information with ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
37. CSE exchanges case and participant information with public assistance agencies via electronic interfaces.	Not Applicable	CSE begins ability to exchange case and participant information for transitioned counties with CaWIN and ISAWS, and to send case and participant information for transitioned counties to CWS

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
38. CSE transmits activity and action transactions to ARS and CASES via electronic interfaces.	CSE continues ability to transmit activity and action transactions to ARS and CASES	CSE continues ability to transmit activity and action transactions to ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
39. CSE creates case and participant reports	CSE continues ability to create case and participant reports	CSE continues ability to create case and participant reports
40. CSE provides online access to case and participant data	CSE continues to provide ability to access and update case and participant data from a statewide perspective including related county case and participant views.	CSE continues to provide ability to access and update case and participant data from a statewide perspective including related county views, and, for transitioned LCSAs, begins to provide additional capability to view and update participant demographic and case information
41. CSE provides online access and extraction of LDA data	CSE continues to provide ability to access and view LDA data	CSE continues to provide ability to access and view LDA data and begins to provide ability to extract LDA data and incorporate the data into CSE for transitioned LCSAs
42.	This line intentionally left blank.	
43. CSE provides online access to interstate referral data.	CSE continues to provide ability to access and update interstate referral data with additional capabilities and information to support statewide activities (CCR)	CSE continues to provide ability to access and update interstate referral data and begins to provide additional access to data through the Interstate Case Detail and List pages
44. CSE provides online access to public assistance cases and referral data.	Not Applicable	CSE begins to provide ability to access and update public assistance cases and referral data
45. CSE sends case and participant forms to customers.	CSE continues ability to generate case and participant forms (as specified in Attachment F in CR-1012; primarily Non IV-D) and send to the SDU for printing and mailing	CSE continues to provide ability to generate Non IV-D case and participant forms and, for transitioned LCSAs, begins to generate additional case and participant forms for IV-D and Non-IV-D cases.
Maintain Employer and Employment		
46. CSE exchanges employer and employment information with ARS and CASES via electronic interfaces.	CSE continues ability to exchange employer and employment information with ARS and CASES	CSE continues ability to exchange employer and employment information with ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
47. CSE provides online access to employer and employment data.	CSE continues to provide ability to access and update employer and employment data	CSE continues to provide ability to access and update employer and employment data and, for transitioned LCSAs, begins to

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
		provide online access to more detailed employer information, an employee list, and capability to merge employers, as well as online access to employment addresses, employment verification, job title and occupation information
48. CSE creates employer and employment reports.	CSE continues to provide ability to create the Employment Wage Assignment Report	CSE continues to provide ability to create the Employment Wage Assignment Report
Maintain Reference Information		
49. CSE provides online access to reference information.	CSE continues to provide reference data for Agency Offices, Superior Courts, and begins to provide access to additional reference data	CSE continues to provide ability to access and update reference information and, for transitioned LCSAs, begins to add additional reference information
50. CSE provides online access to document images.	CSE begins to provide ability to access document images originating from generated forms to support statewide activities	CSE continues to provide the ability to access document images originating from generated forms and begins to provide ability to access other document images to support statewide activities
Maintain Task Information		
51. CSE provides online access to task information.	CSE begins to provide ability to access and update task information	CSE continues to provide ability to access and update task information
Maintain User Information		
52. CSE provides online access to user information.	CSE continues to provide ability to access and update user information	CSE continues to provide ability to access and update user information
Manage IV-D Funds		
53. CSE receives and processes daily reconciliation data from ARS and CASES via electronic interfaces	CSE continues to receive and process daily reconciliation data from ARS and CASES	CSE continues to receive and process daily reconciliation data from ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
54. CSE creates fund management reports.	CSE continues to create fund management reports and begins creating the Daily CSPTF Reconciliation report	CSE continues to create fund management reports and the Daily CSPTF Reconciliation report
55. CSE provides online access to fund management data.	CSE continues to provide ability to access and update fund management data for reconciliation and begins to provide additional capabilities and information	CSE continues to provide ability to access and update fund management data and begins to provide funds transfers related to public assistance recoupment capabilities
56. CSE sends fund management forms to customers.	CSE begins ability to generate the Claim Schedule (STD 218), the Report to State Controller of Remittance to	CSE continues to generate the Claim Schedule (STD 218), the Report to State Controller of

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
	State Treasurer TC-30 (CA-21), and the Report to State Controller of Remittance to State Account TC-47 (CA-21A) forms for SCO	Remittance to State Treasurer TC-30 (CA-21), and the Report to State Controller of Remittance to State Account TC-47 (CA-21A) for SCO and begins to generate additional forms
Monitor Program Performance		
57. CSE receives and processes administrative expense data from AEC via electronic interface.	CSE begins to provide ability to receive and process county administrative expense claim data from AEC	CSE continues to provide ability to receive and process county administrative expense claim data from AEC
58. CSE creates program performance reports.	CSE begins to combine county administrative expense claim data with user-provided Statewide administrative expense claim data to produce the OCSE-396A	CSE continues to combine county administrative expense claim data with user-provided Statewide administrative expense claim data to produce the OCSE-396A and begins to create program compliance reports
59. CSE provides online access to program performance data.	CSE begins to provide ability to access and update Statewide administrative expense claim data	CSE continues to provide ability to access and update Statewide administrative expense claim data
Process Collections		
60. CSE exchanges collections information with the SDU via electronic interfaces.	CSE continues ability to exchange received, suspended, adjusted and unfunded collections information with the SDU	CSE continues ability to exchange received, suspended, adjusted and unfunded collections information with the SDU
61. CSE sends refuse check instructions to the SDU via electronic interface.	CSE continues ability to send refused check instructions to the SDU	CSE continues ability to send refused check instructions to the SDU
62. CSE sends notice information and print instructions to the SDU via electronic interface.	CSE continues ability to send notice information and print instructions to the SDU	CSE terminates ability to send notice information and print instructions to the SDU and begins sending to a central print provider (e.g., OSP)
63. CSE sends participant match data to the SDU via electronic interface.	CSE continues ability to send participant match data to the SDU	CSE continues ability to send participant match data to the SDU
64. CSE sends collection allocations and adjustments information to ARS and CASES via electronic interface.	CSE continues ability to send collection allocations and adjustments information to ARS and CASES	CSE continues ability to send collection allocations and adjustments information to ARS and CASES for non-transitioned LCSAs. Electronic interfaces for transitioned LCSAs are no longer needed
65. CSE sends collection allocation and adjustment information to CSR (FIDM-E) via electronic interface.	CSE continues ability to send collection allocation and adjustment information to CSR (FIDM-E)	CSE continues ability to send collection allocation and adjustment information to CSR (FIDM-E)
66. CSE sends collections and adjustments forms to customers.	CSE continues ability to generate collections form information for the SDU for printing and mailing	CSE continues ability to generate collections form information and begins ability to generate

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
		adjustments forms
67. CSE creates collection reports.	CSE continues to create the Recurring Non-standard Allocation Instructions Report	CSE continues to create the Recurring Non-standard Allocation Instructions Report and begins to create the Suspended Collection Report
68. CSE provides online access to collections and adjustments data.	CSE continues to provide ability to access and update collections and adjustments data	CSE continues to provide ability to access and update collections and adjustments data and, for transitioned LCSAs, begins to provide the ability to access additional capabilities and information
Provide Customer Service		
69. CSE sends customer service forms to customers.	Not Applicable	CSE begins ability to generate customer service forms
70. CSE provides online access to customer inquiries.	Not Applicable	CSE begins ability to provide online access to customer inquiries for customers with non IV-D cases and cases in transitioned LCSAs
71. CSE provides self-service internet access to customers	Not Applicable	CSE begins ability to provide self-service internet access to customers
72. CSE customers are provided online access to IVR messages	Not Applicable	CSE begins to provide customers the ability to access designated CSE information via the IVR
Change Requests		
73. CR-2-00300 Intergovernmental Referral Guide V2 Interface	CSE contains inter-jurisdictional data sourced from a one-time load, and provides capability to view and update this data.	CSE contains inter-jurisdictional data sourced from a one-time load, and provides capability to view and update this data.
74. CR-2-00252 UC 432	CSE begins to provide the capability to mark a formset as "generated in error".	CSE continues to provide the capability to mark a formset as "generated in error".
75. CR-2-00201 Month End Interest Calculation	Not Applicable	CSE begins to calculate interest based on the balances at the end of each month for transitioned LCSAs.
76.	This line intentionally left blank.	
77. CR-2-00230 Revisions to Version 2 User Training	Not Applicable	Business Partner provides 8 T4T sessions with a total of 240 attendee slots, establishes 4 regional training centers (2 by January 2007, 2 more by April 2007), provides training for financial management functions to no more than 25% of LCSA users, and establishes the Program, Policy, and Procedure database to be modeled after the Software User Manual design.
78. CR-2-00250 Automated	Not Applicable	CSE begins to process IV-A

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
Case Opening /Reopening in V2		referrals without automatically opening a case, and provides a new page to display a referral summary and potential problem information. Under certain circumstances, pending referrals on closed cases will not be created for transitioned LCSAs.
79. CR-2-00228 Central Document Imaging (further modified by CR-2-00280)	Not Applicable	CSE begins to provide Document Registration pages, Box Management pages, the Box Status Report, the Missing Documents Report, and the Image Count Mismatch Report to support centralized document imaging for transitioned LCSAs. CSE will also begin to generate shipping labels and print barcode separator sheets for transitioned LCSAs.
80.	This line intentionally left blank.	
81. CR-2-00251 LCSA Large Volume Print (Related to CR-2-00246)	Not Applicable	CSE begins to provide capability to print specific formsets to a single location specific to each LCSA for transitioned LCSAs.
82. CR-2-00281 POP Data Upload into CCSAS	Not Applicable	CSE begins to receive POP data for upload on a periodic basis.
83. CR-2-00287 IV-A Error Summary	Not Applicable	CSE begins to provide the IV-A Error Summary Report for transitioned LCSAs.
84. CR-2-00301 Converting 12 Months of Closed Cases to CSE	Not Applicable (no application impact)	Conversion software demonstrates the ability to convert 12 months of closed cases.
85. CR-2-01004 DFAS eIWO Interface	Not Applicable	CSE begins to provide the ability to exchange wage withholding information with DFAS, adopting the new eIWO format for transitioned LCSAs.
86. CR-2-01009 Offset Order Functionality	Not Applicable	CSE begins to provide the ability to enter offsetting support orders to allow obligation management processing to consider offsetting orders prior to accruing current support into arrears for transitioned LCSAs.
87. CR-2-01011 Tracking Default Dates for Multiple Summons and Complaints	Not Applicable	CSE begins to provide the capability to generate and track multiple Summons and Complaint and Default documents within a single IV-D case for transitioned LCSAs.
88. CR-C-00045 Access to Images During the Transition	Not Applicable	CSE begins to provide non-

CSE Version 2 Acceptance Criteria	Release 2.0.0	Release 2.1.0
Phase		transitioned LCSAs the ability to search for and view document images contained in the CSE Document Image Repository.
89. CR-2-00288 IV-A/IV-D Reports	Not Applicable	CSE begins to provide a IV-A Error List Page and a Public Assistance Error Report for transitioned LCSAs.
90. CR-C-00013 CSR System Interface (FIDM) - V2 (Partial in 2.1, remainder in 2.3 or later.)	Not Applicable	CSE begins to provide the capability to submit delinquent obligor data to CSR for transitioned LCSAs.
91. CR-C-00052 Non IV-D Collections, Parts 3 and 4	CSE continues to provide the ability to record Recurring Non-Standard Allocation Instructions	CSE continues to provide the ability to record Recurring Non-Standard Allocation Instructions, and, for transitioned LCSAs, begins to warn the user to review a non IV-D case for closure when a IV-D case with the same CP/NCP is initiated online
92. CR-2-01017 V2 Forms Update	Not Applicable	CSE begins to provide a subset of the new and revised forms (as specified in the August 2006 version of CR-1017) for generation and printing.
Other items		
93. Data warehouse	Not applicable	CSE contains a copy of the online database (an OLTP replica) in a reporting environment, which will be accessible using the Hyperion reporting toolset by authorized development, architecture, and database personnel.
94. Print capabilities	CSE begins to provide the capability for users to print CCR forms as specified in CR-C-01012.	CSE begins to provide capability to send documents for print to a central print provider (e.g., OSP) or specified forms can be routed to an LCSA-specific printer.

Table 2.4.2.2 - Acceptance of V2.1 Operational Readiness Assessments for V2.1 ORAR (CRs) (table added per CR-C-01157)

	Change Request Number - Title	Release
1.	CR-C-01086 CSE Output File Using Tab Delimiters	2.1.0
2.	CR-C-01113 Transition SWSWeb Pages to CSEWeb	2.1.0
3.	CR-C-01119 Adjudicate Paternity Establishment Date	2.1.0
4.	CR-C-01122 CSE Financial Adjustment Functionality	2.1.0
5.	CR-C-01127 Changes to Improve Data Quality	2.1.0
6.	CR-C-01130 Stop Changing of Participant Number at Merge	2.1.0

	Change Request Number - Title	Release
7.	CR-C-01135 Guideline Calculator - Temporary Spousal Support	2.1.0
8.	CR-C-01150 Signature Image Updates	2.1.0
9.	CR-C-01035 Modify Systems to Mitigate Effects of Date of Receipt (DOR)	2.1.0

2.4.3 Legacy Data Archive Database

The State shall conduct a Production Validation Review for the Legacy Data Archive Database upon written notification by the Business Partner that the Legacy Data Archive Database has been established in accordance with Rider G. The State shall determine Acceptance of the Legacy Data Archive Database based on the following criteria:

- (a) The Legacy Data Archive Plan and Legacy Database Archive Design Description have been Accepted;
- (b) The Legacy Database satisfies the Legacy Database Archive Design Description;
- (c) The Legacy Data Archive Database accepts data from a county, converted by the Business Partner, to be agreed to by the parties; and
- (d) The Additional Acceptance Criteria described in Section 1.3.2.1 have been met.

The State shall deliver an Acceptance Notice within ten (10) state business days after the completion of the Production Validation Review. If the State determines that any identified Deficiencies are not sufficient to require re-conducting of the Production Validation Review, the State will Accept the Legacy Data Archive Database. The provisions of Section 1.5 of this Rider I apply.

3. System Qualification Testing

The State may, at its discretion, test CSE System software prior to the release of the software into production. Such tests may include the System Qualification Test conducted prior to the release of CSE Version 1 and CSE Version 2 software and subsequent releases of CSE Version 1 and CSE Version 2 software.

State tests, if done, will be conducted following the completion of Business Partner tests. The results of State conducted tests may be used as an input to (1) Acceptance of the Operational Readiness Assessment and Review defined in Section 2.3.3 of this Rider I; (2) a State decision to release software into production, and (3) the CSE System Acceptance Process defined in Section 2.4 of this Rider I. The State may, at its discretion, include users, such as LCSA staff, as part of the State's testing staff; re-run Business Partner tests, either in whole or in part; and develop its own tests.

The System Qualification Test duration shall be specified in the Project Schedule (CDL PM 009) and of a reasonable duration to permit testing of the CSE System software against the Specifications and to allow for re-testing of Deficiency (including Defect) corrections, if any.

4. Implementation after Acceptance

The State agrees that realization of Performance Measures as described in Rider D of this Contract will require the State to commence productive use of the System Deliverables as soon as possible after Acceptance and to actively measure the performance as described in Rider D. The State will use its reasonable best efforts to place a System Deliverable into production as soon as possible after the applicable Acceptance. Failure of the State to actively pursue implementation of a System Deliverable within the mutually agreed upon timetable after the System Deliverable has been Accepted shall be the basis for re-examination of Performance Measures as set forth more particularly in Rider D Section 4.1, Compensation Agreement.